

FIG. 1

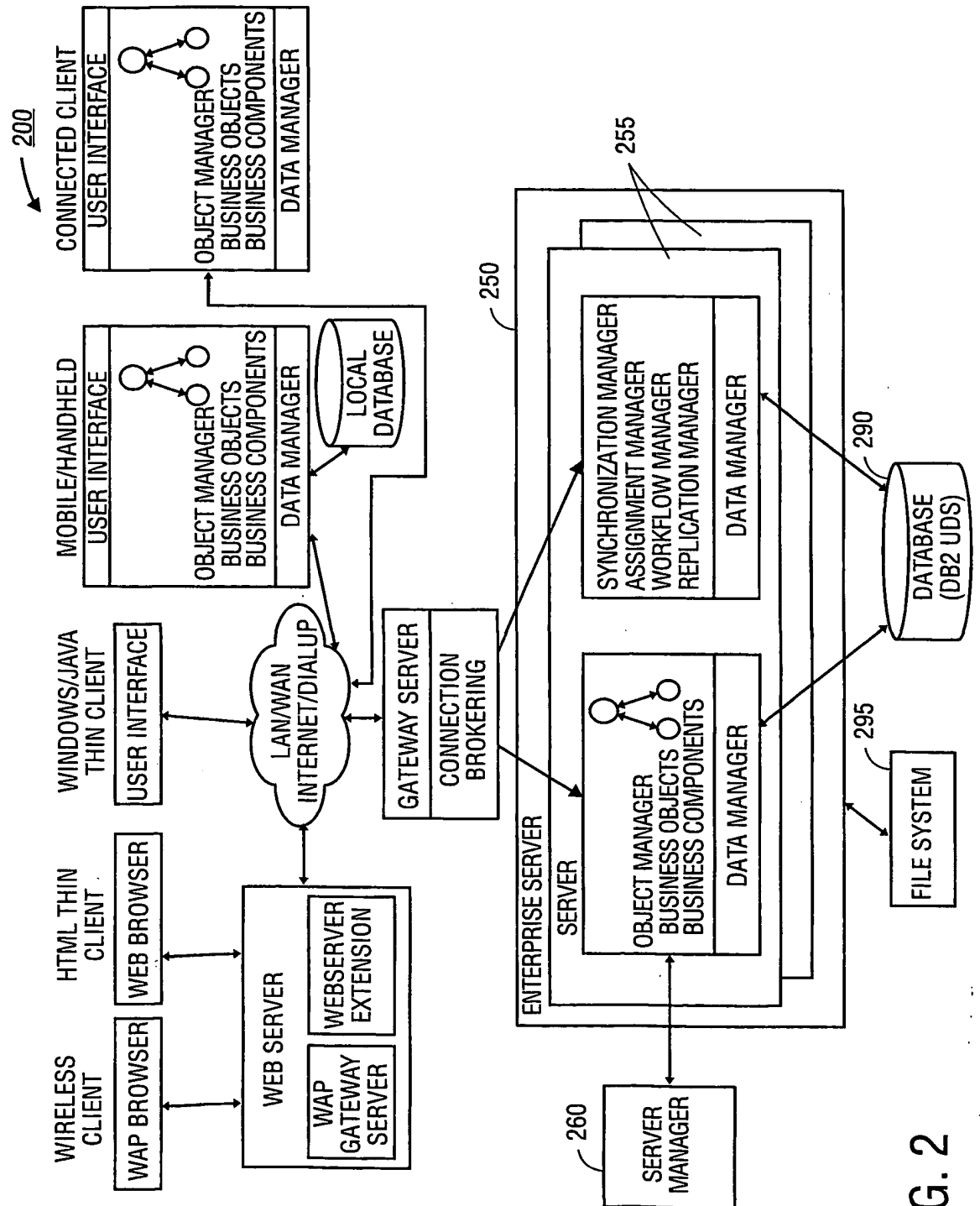


FIG. 2

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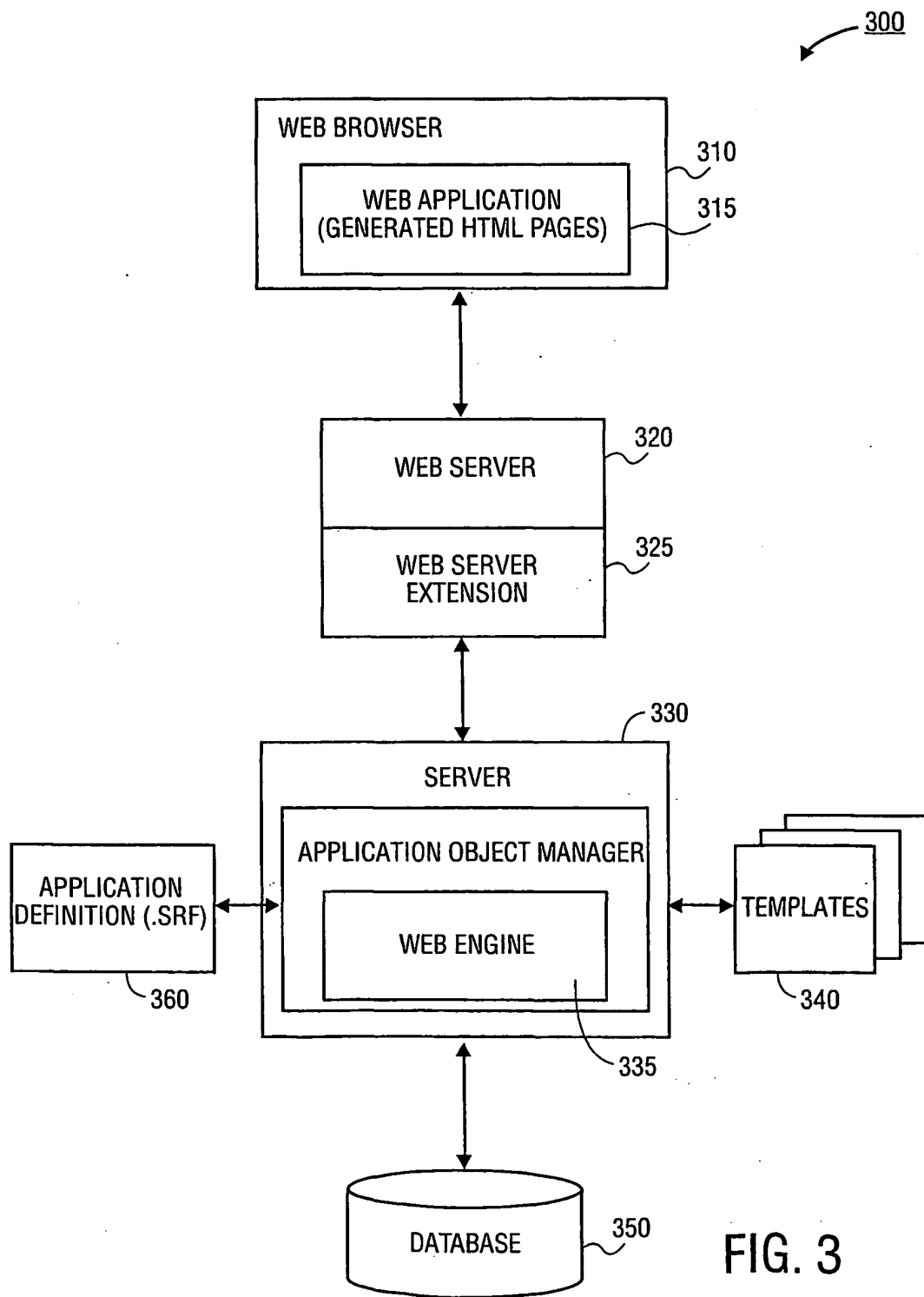


FIG. 3

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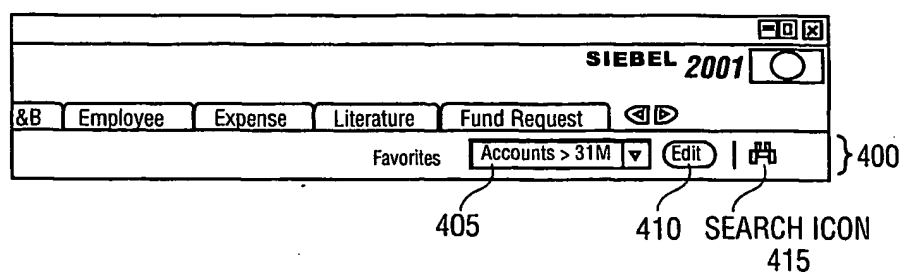


FIG. 4

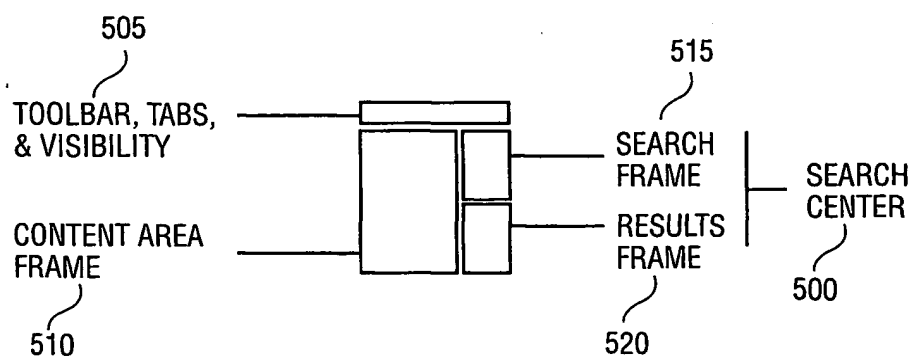


FIG. 5

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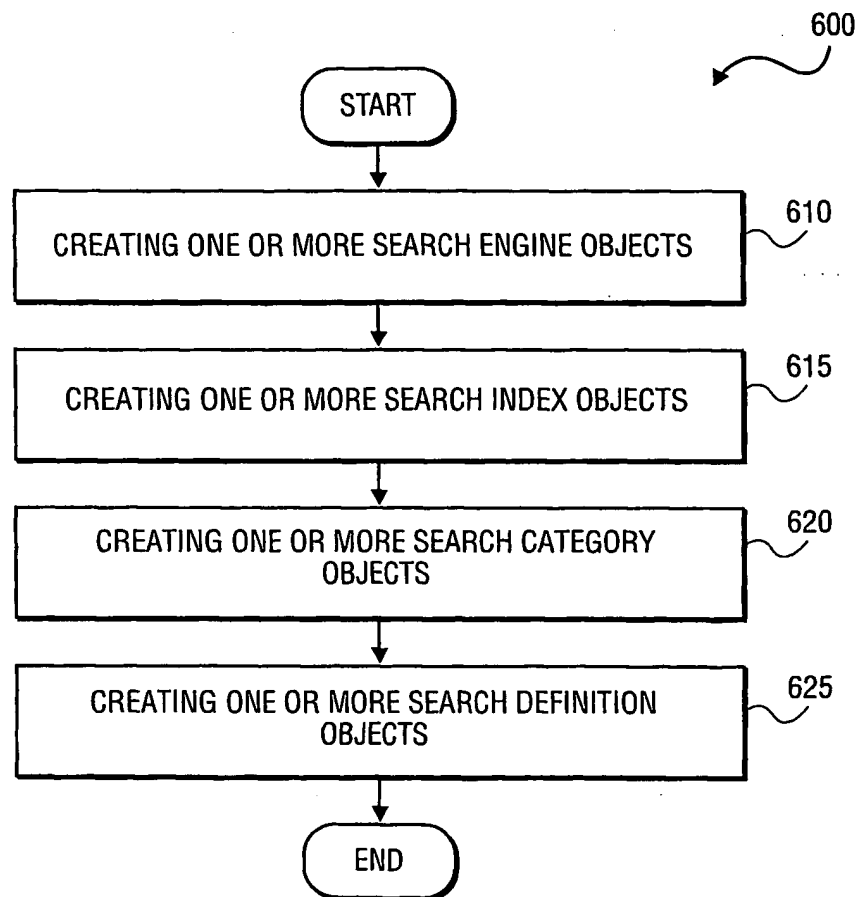


FIG. 6

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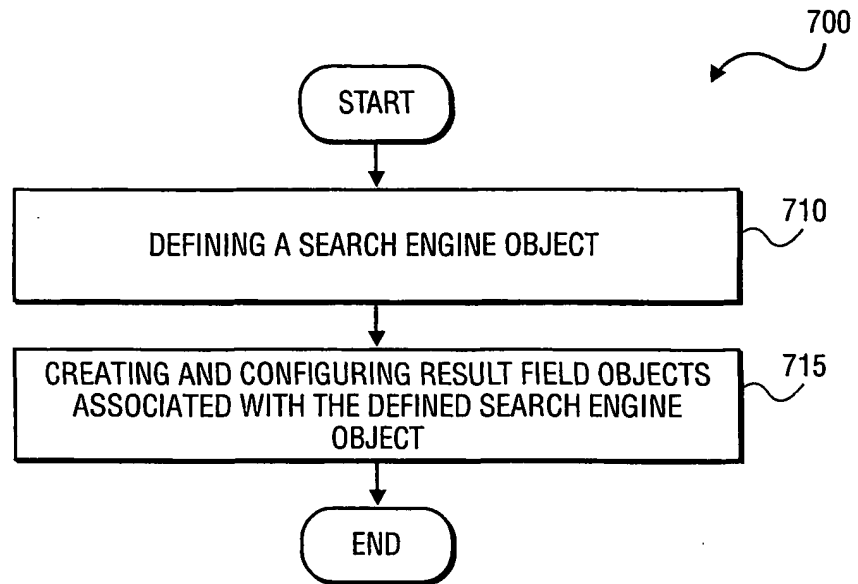


FIG. 7

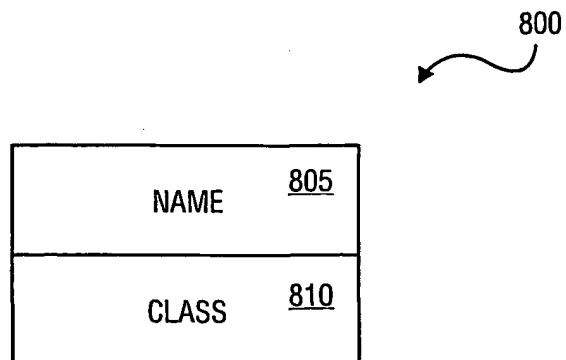



FIG. 8

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900



COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

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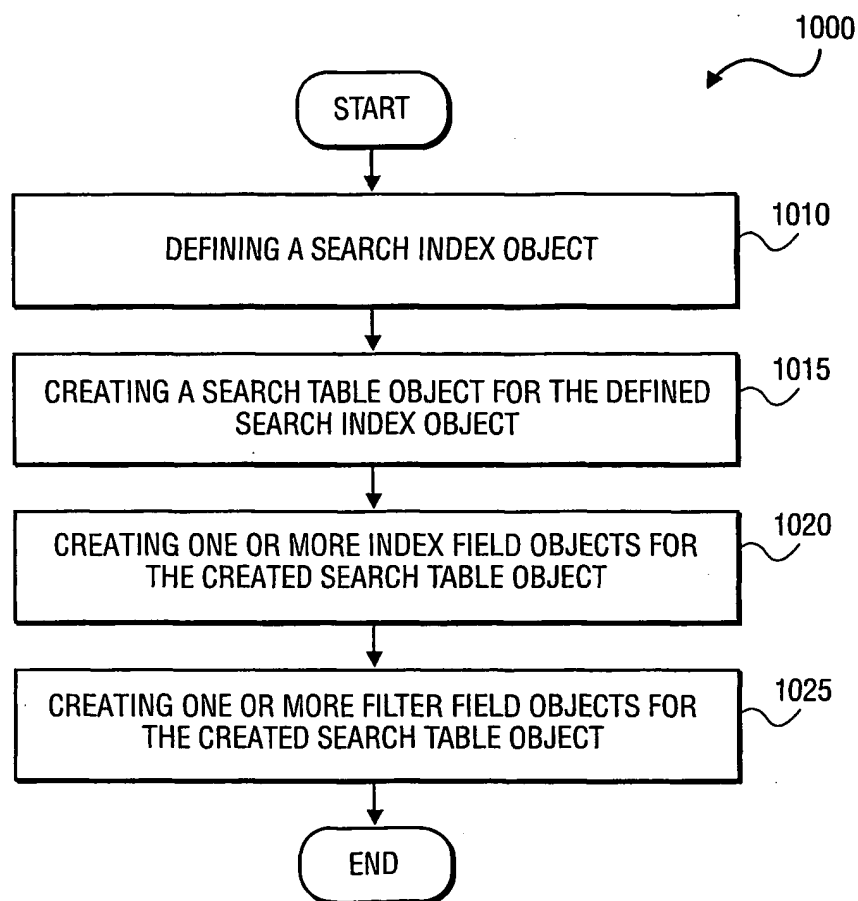



FIG. 10

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1100



NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200




TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

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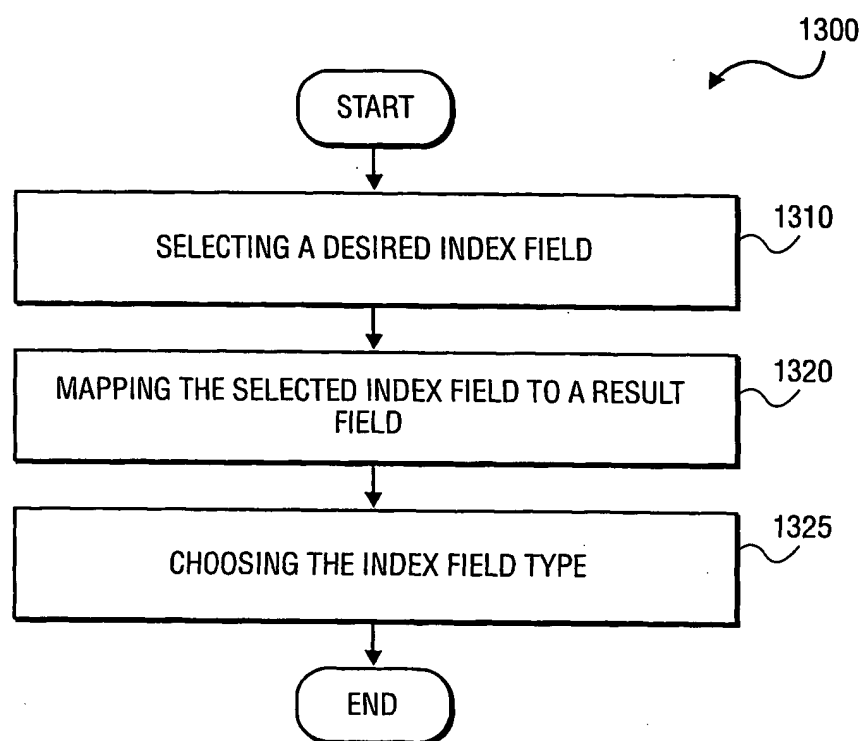



FIG. 13

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1400



BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450



NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

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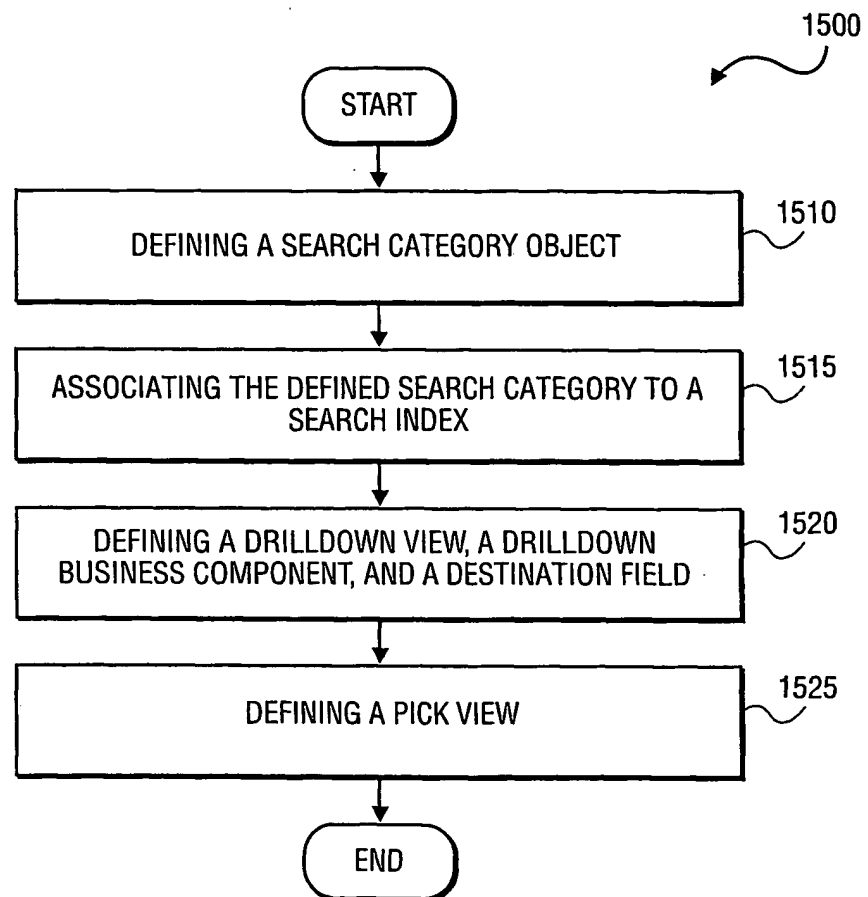


FIG. 15

1600

NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16

1700

APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

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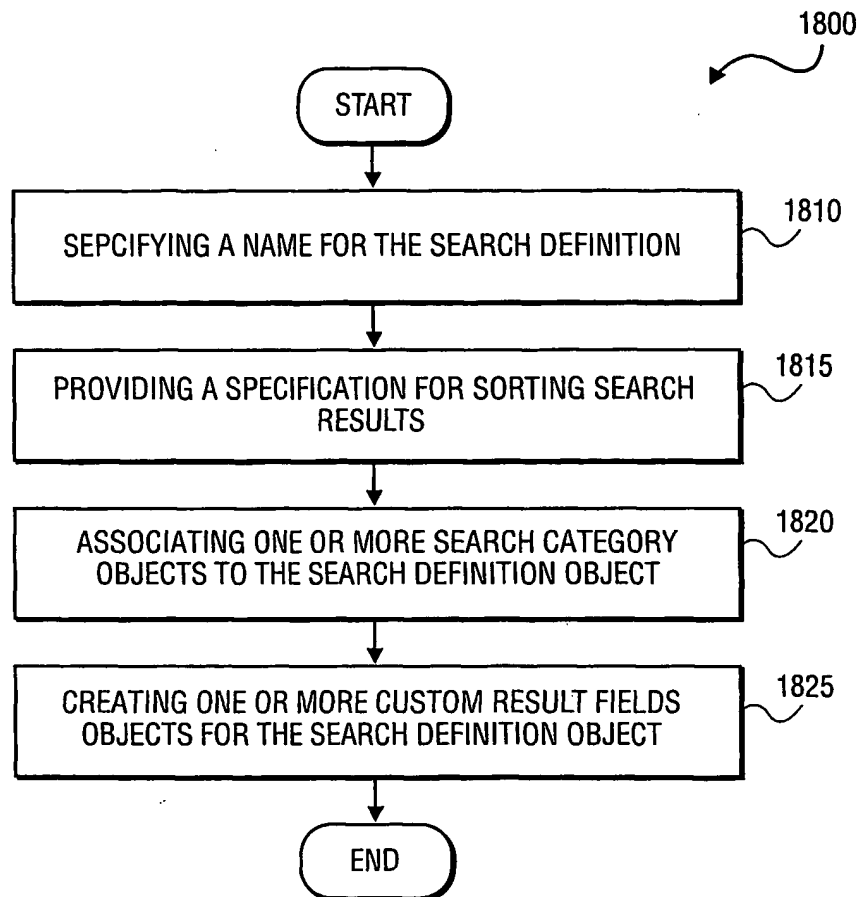



FIG. 18

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1900



NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19

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2000



DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

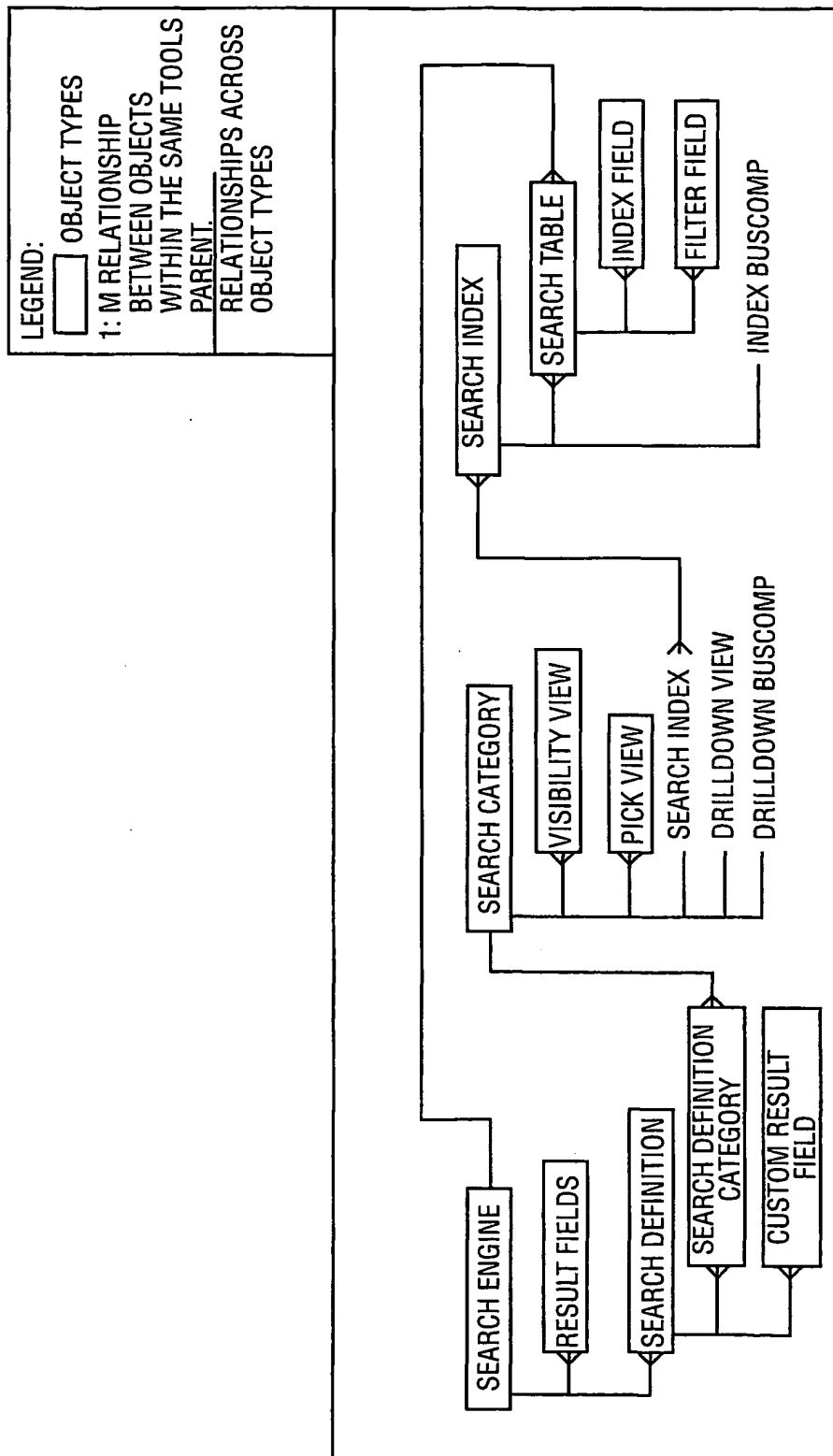


FIG. 21

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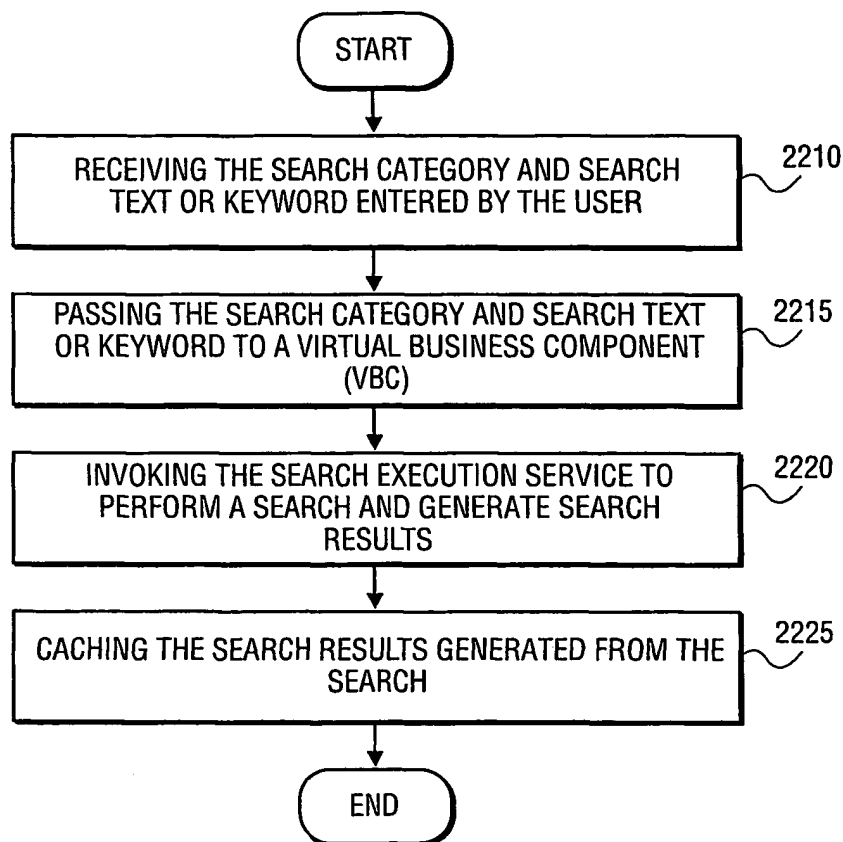


FIG. 22

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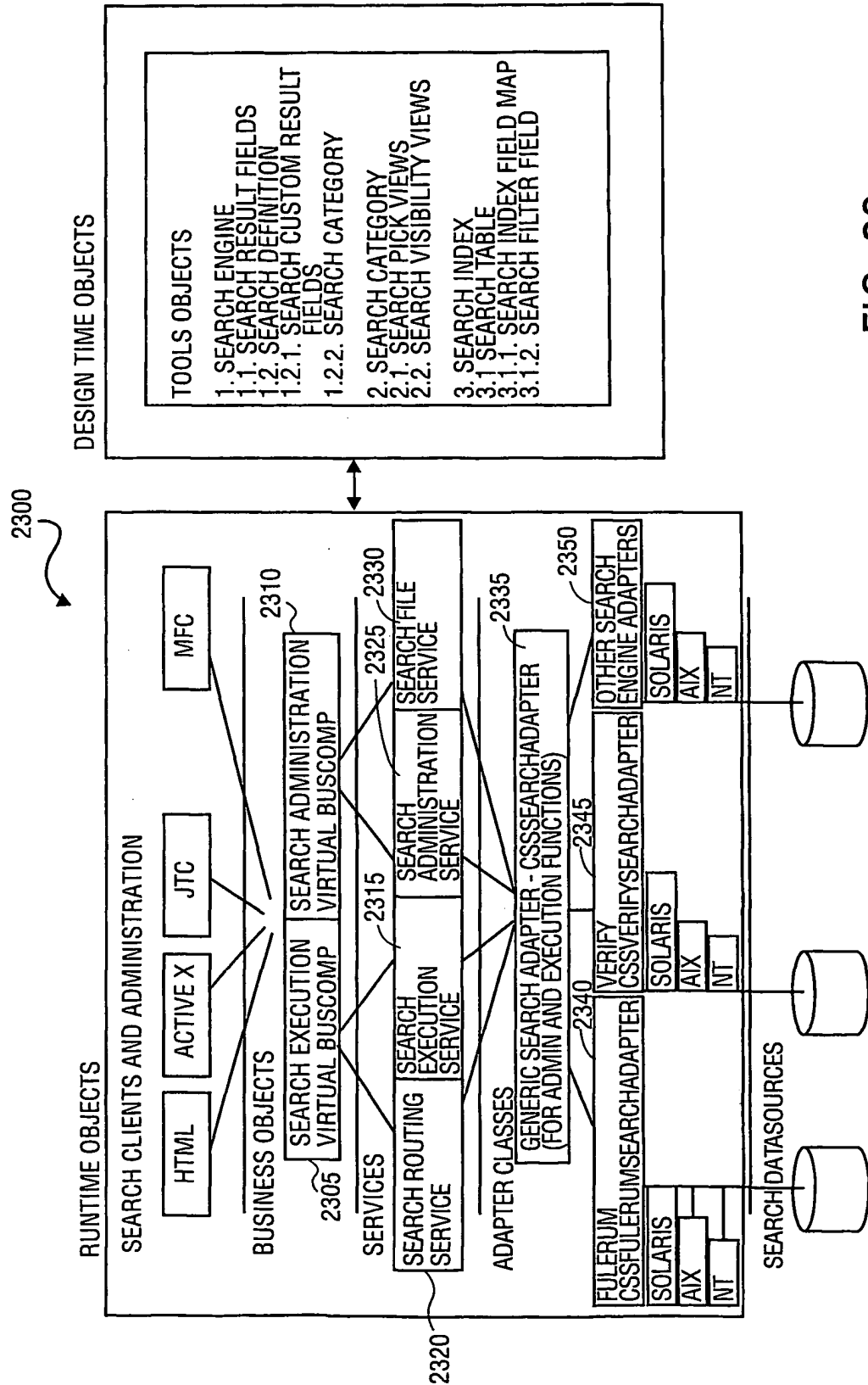


FIG. 23

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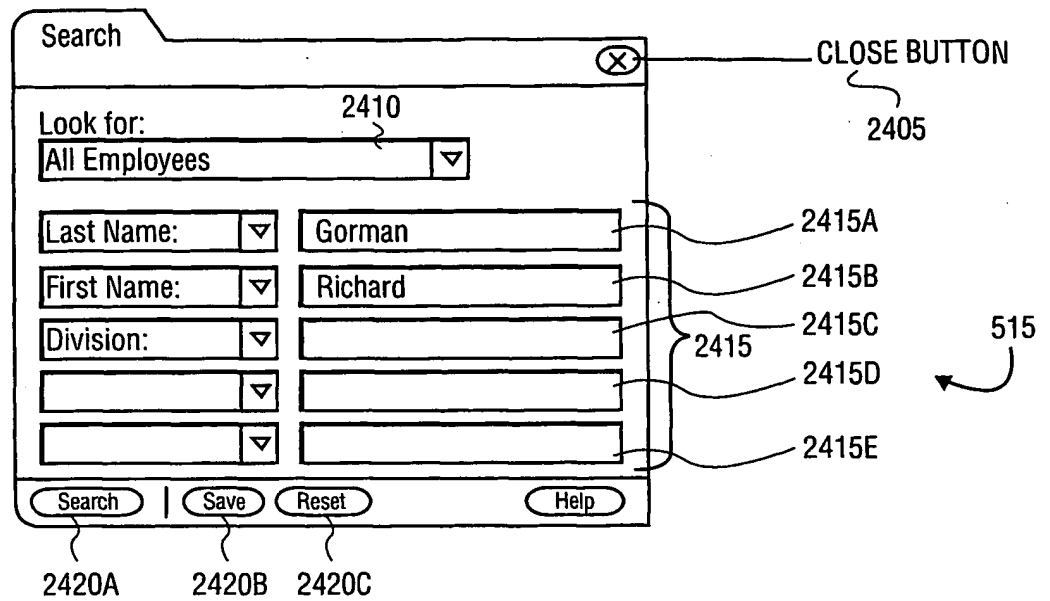


FIG. 24

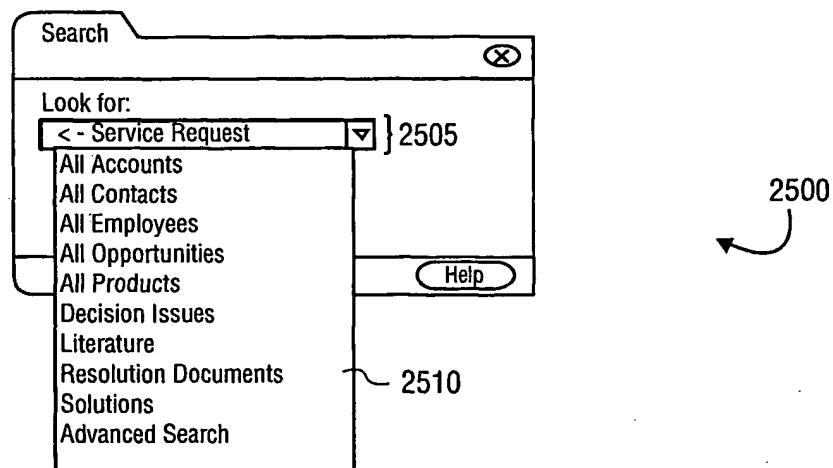


FIG. 25

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2600
2605
2610
2620

SIEBEL 2001

File View Help Show My Service Requests

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request

Favorites Accounts > \$1W

Service = My Service Requests > Activity Plans

Service Request

SR #:

References:

Account:

Sites:

Last Name:

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Sources:

Search

Look for:

All Employees

First Name:

Division:

Results

Last name	First name
Gorman	Richard
Gorman	Richard
Gorman	Richard

FIG. 26

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FIG. 27

Siebel Service 7.0

File View Help Show My Service Requests

SIEBEL 2001

Service Activity Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request Favorites Accounts > \$1W Edit

Service Request

SR #: 2605

References:

Account:

Sites:

Last Name: Select

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Sources:

Search

Look for: 2605

Keywords: 2720

In: 2715

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

Results

Type	Summary
Literature	Powering the WD-2500I Ha
Literature	2-1 CU Server Service Proc
Literature	50211 WD-25001 Hard Driv
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1 CU Server Service Proc

2625

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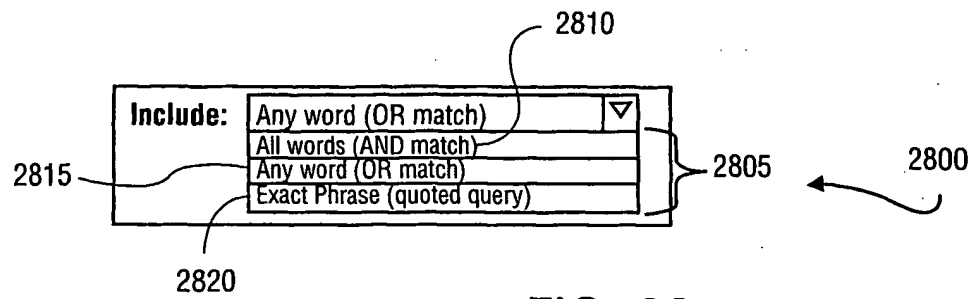


FIG. 28

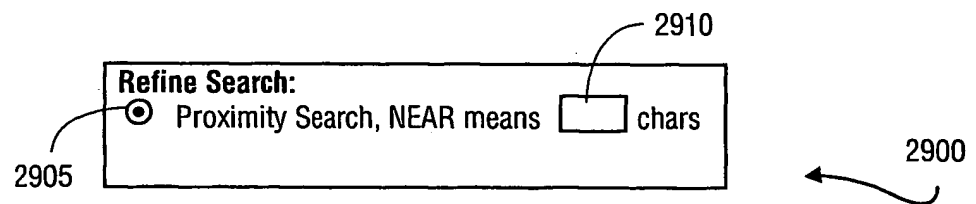


FIG. 29

3005

3010

SUBSTITUTE SHEET (RULE 26)

[http://smqalin142/calcenter/start.swe](#) - Microsoft Internet Explorer

[File](#) [Edit](#) [View](#) [Favorites](#) [History](#) [Tools](#) [Help](#)

[Back](#) [Forward](#) [Search](#) [Favorites](#) [History](#) [Address](#) [http://smqalin142/calcenter/start.swe](#)

[File](#) [Edit](#) [View](#) [Go](#) [Query](#) [Help](#)

[Home](#) [Accounts](#) [Activities](#) [Agreements](#) [Assets](#) [Calendar](#) [Campaigns](#) [Communication](#) [Contacts](#) [Decision Issues](#) [Operations](#) [Orders](#)

[Show](#) [Search Indices](#)

Search Indices:
 Index Settings
[New](#) [Copy](#) [Find](#) [1 of 2](#)

Home [Description](#) [Language](#) [Delete](#)
 ◆ Default Setting [BNU](#)

[Index](#) [Refresh](#) [Refresh All](#) [No Records](#)

Name	Index	Brscomp	Table Name	Exists	External Location	Save
◆ Auction	Auction detail	FUL_AUCT				2
> Catalog Category	Catalog Category	FUL_CAT	✓		205 Records Indexed 0 Records Not Ignored	2
< Decision Issue	Decision Issue	FUL_DEC	✓		45 Records Indexed 0 Records Not Ignored	2
> Document		FUL_EXTDOC	✓	WSWCALN142QWiedsearch_doc#	15 Records Indexed 1 Records Not Ignored	2
< Literature	Sales Tool	FUL_LIT	✓		5 Records Indexed 4 Records Not Ignored	2
> Product	Winner Product	FUL_PROD	✓		173 Records Indexed 0 Records Not Ignored	2
< Resolution Documents	SR Resolution ??	FUL_RESDOC	✓		8 Records Indexed 4 Records Not Ignored	2

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3100

3100

3105

3110

FIG. 31

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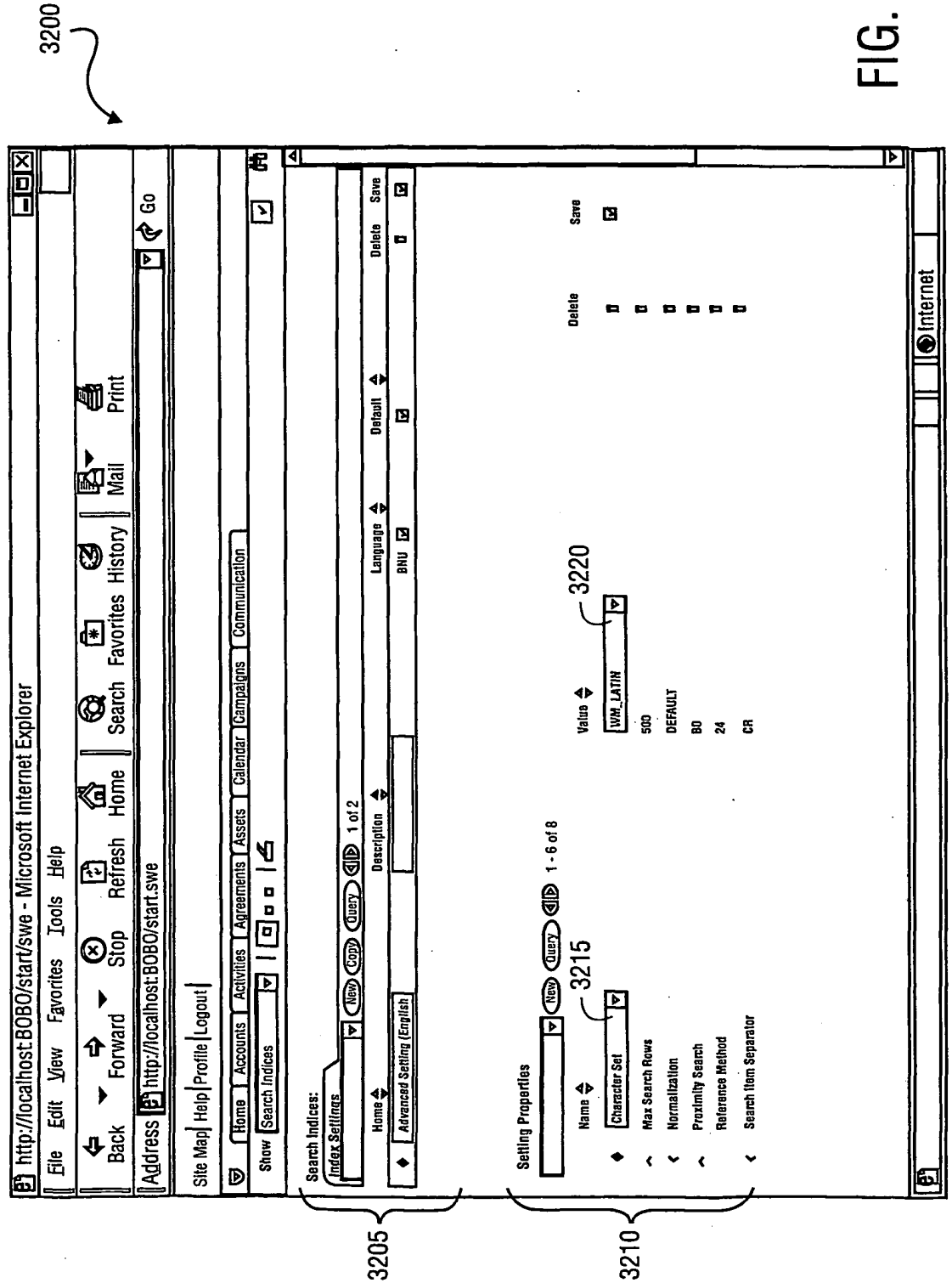


FIG. 32

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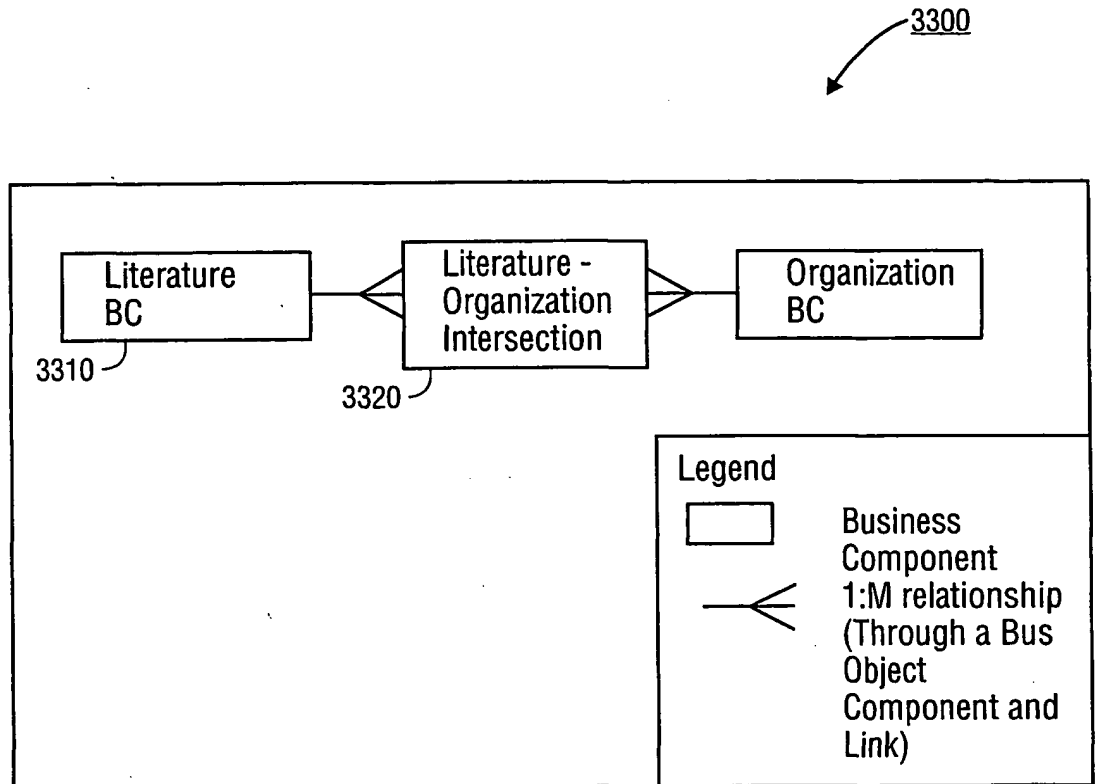


FIG. 33

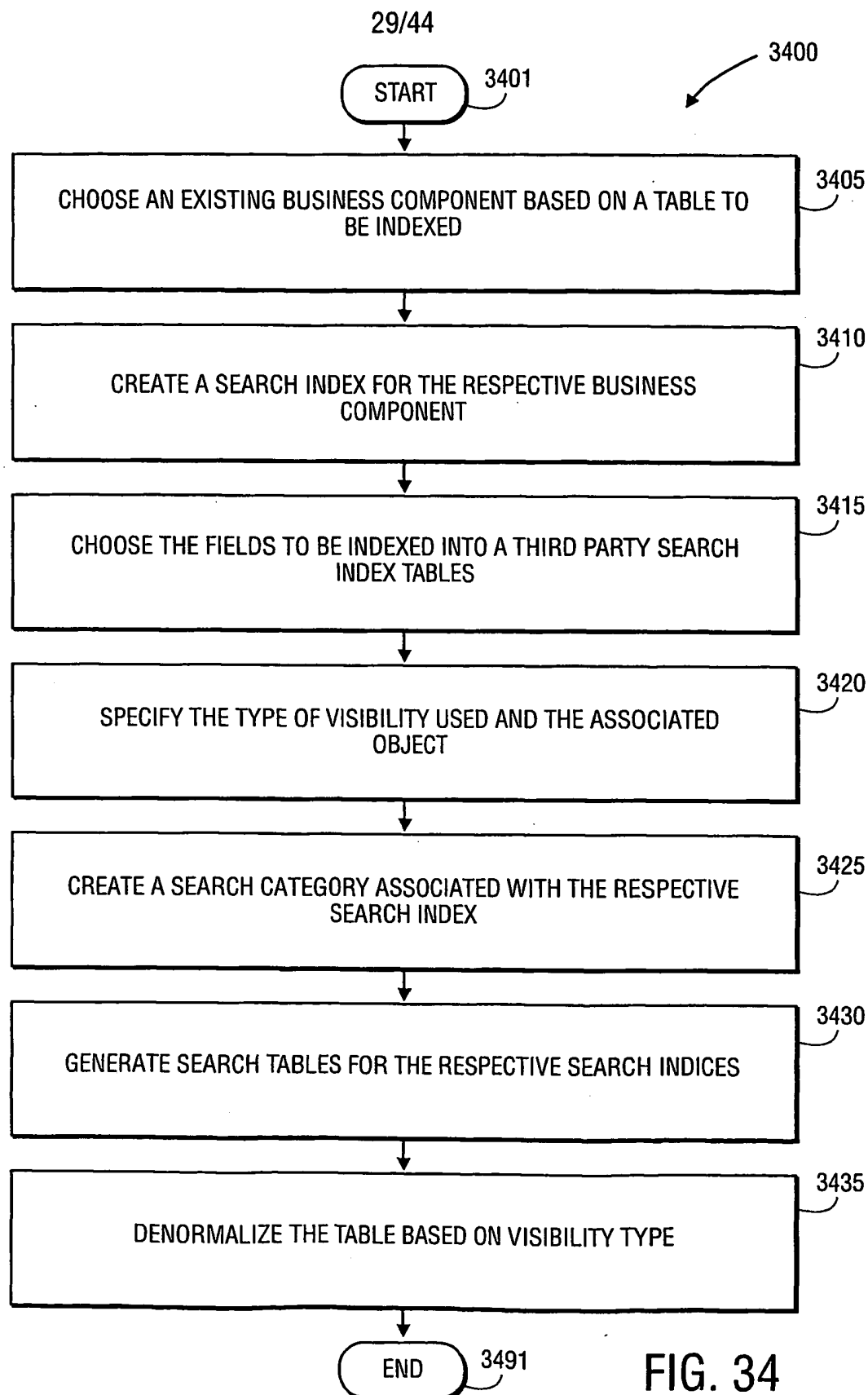
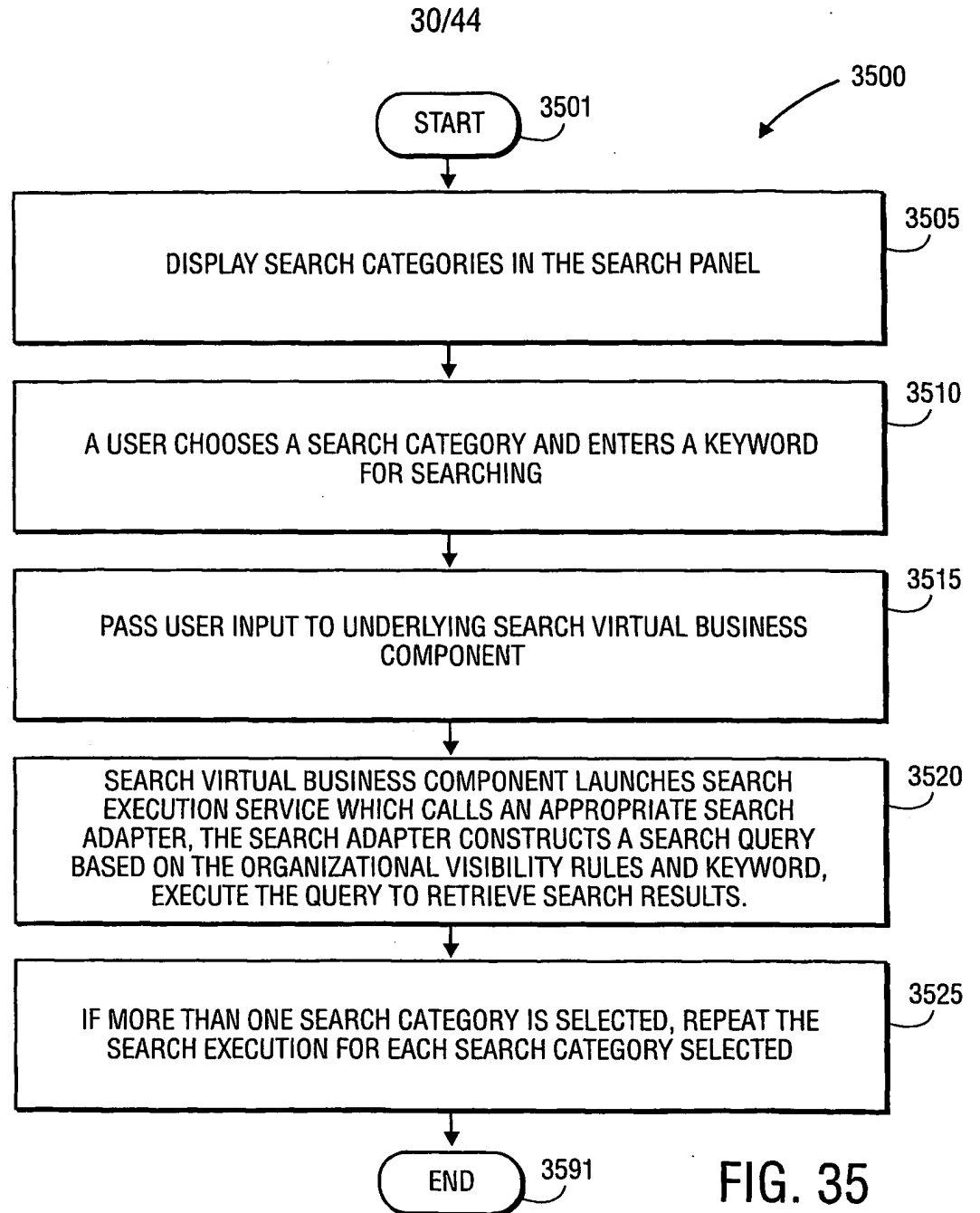


FIG. 34



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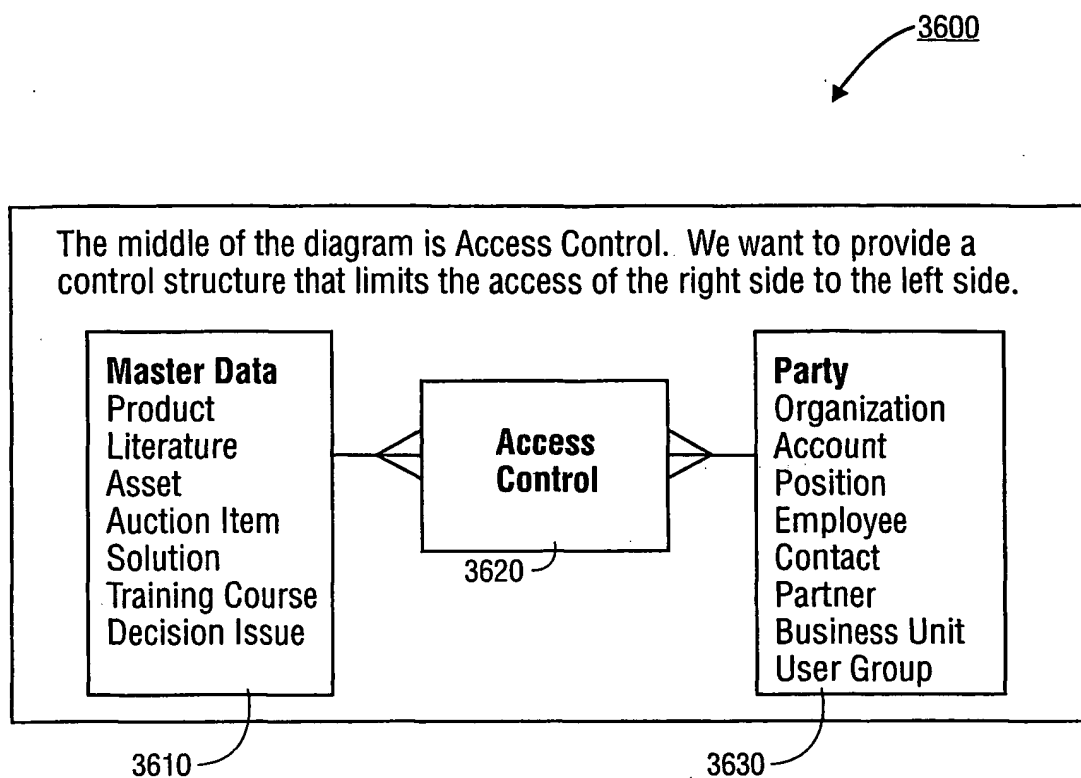


FIG. 36

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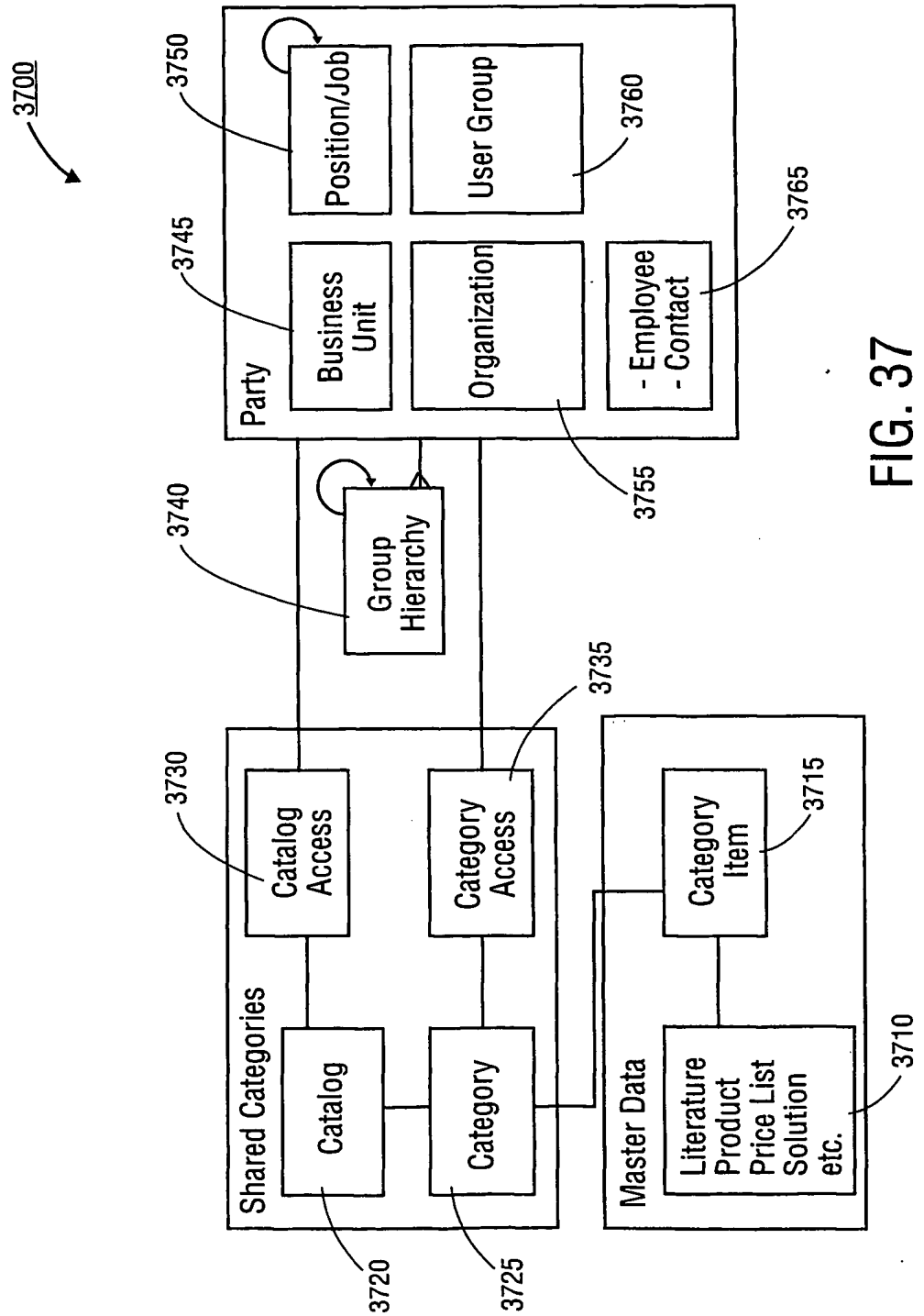


FIG. 37

3800

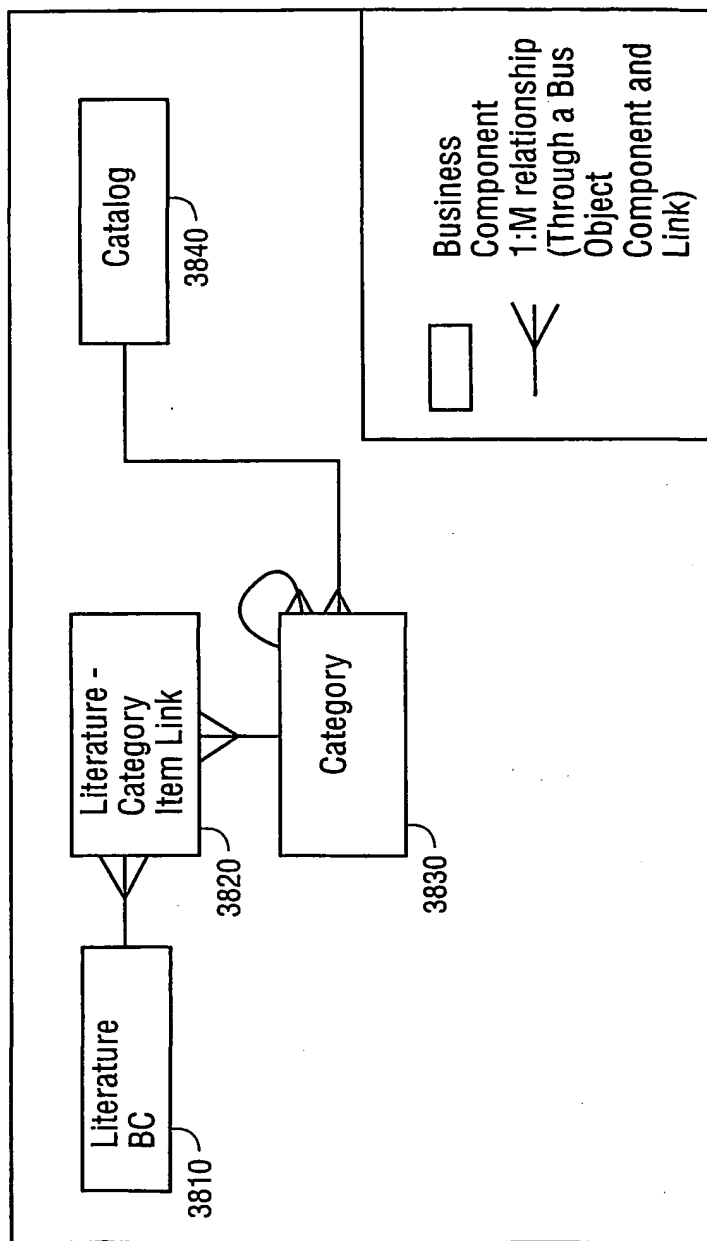


FIG. 38

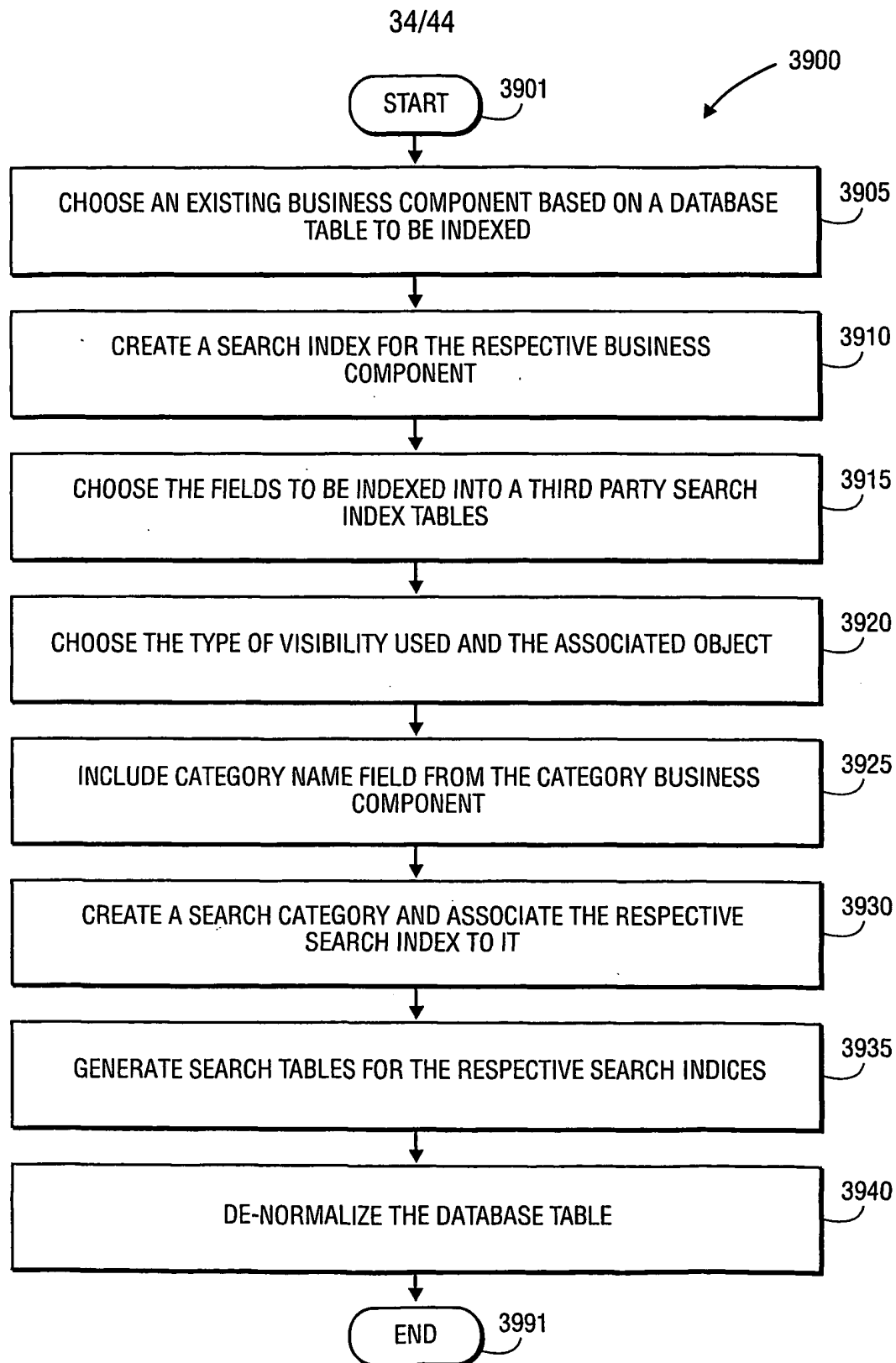


FIG. 39

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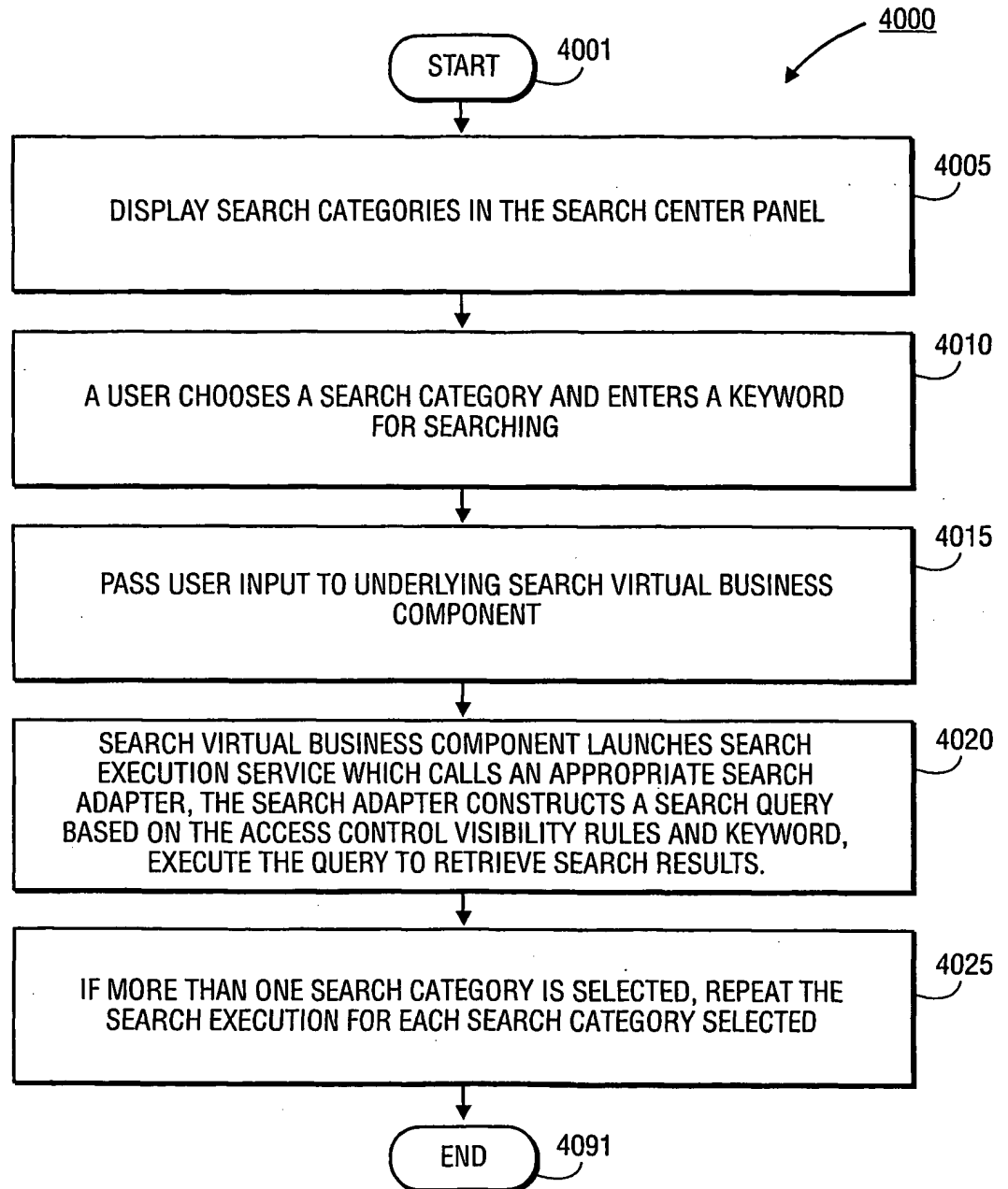


FIG. 40

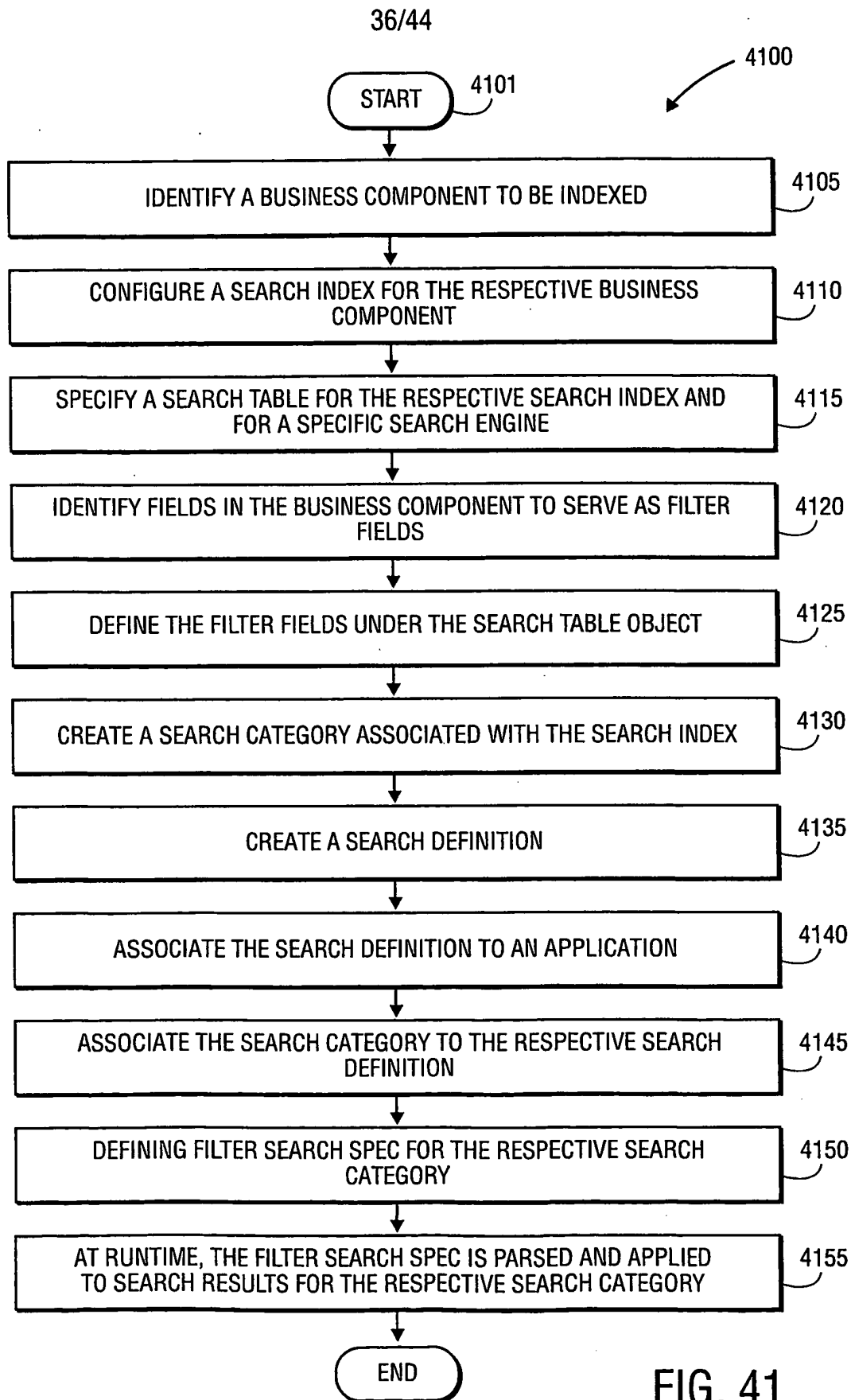


FIG. 41

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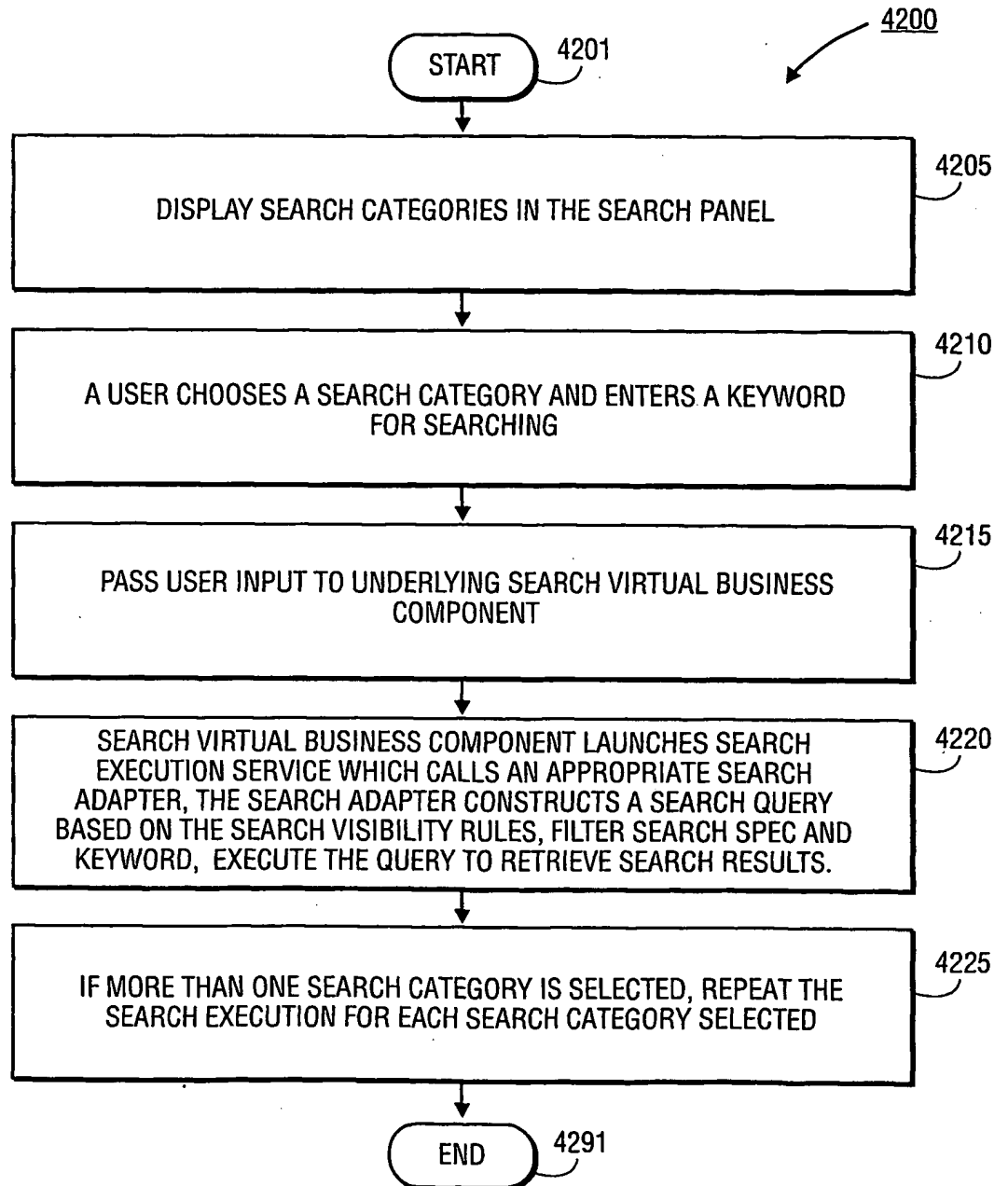


FIG. 42

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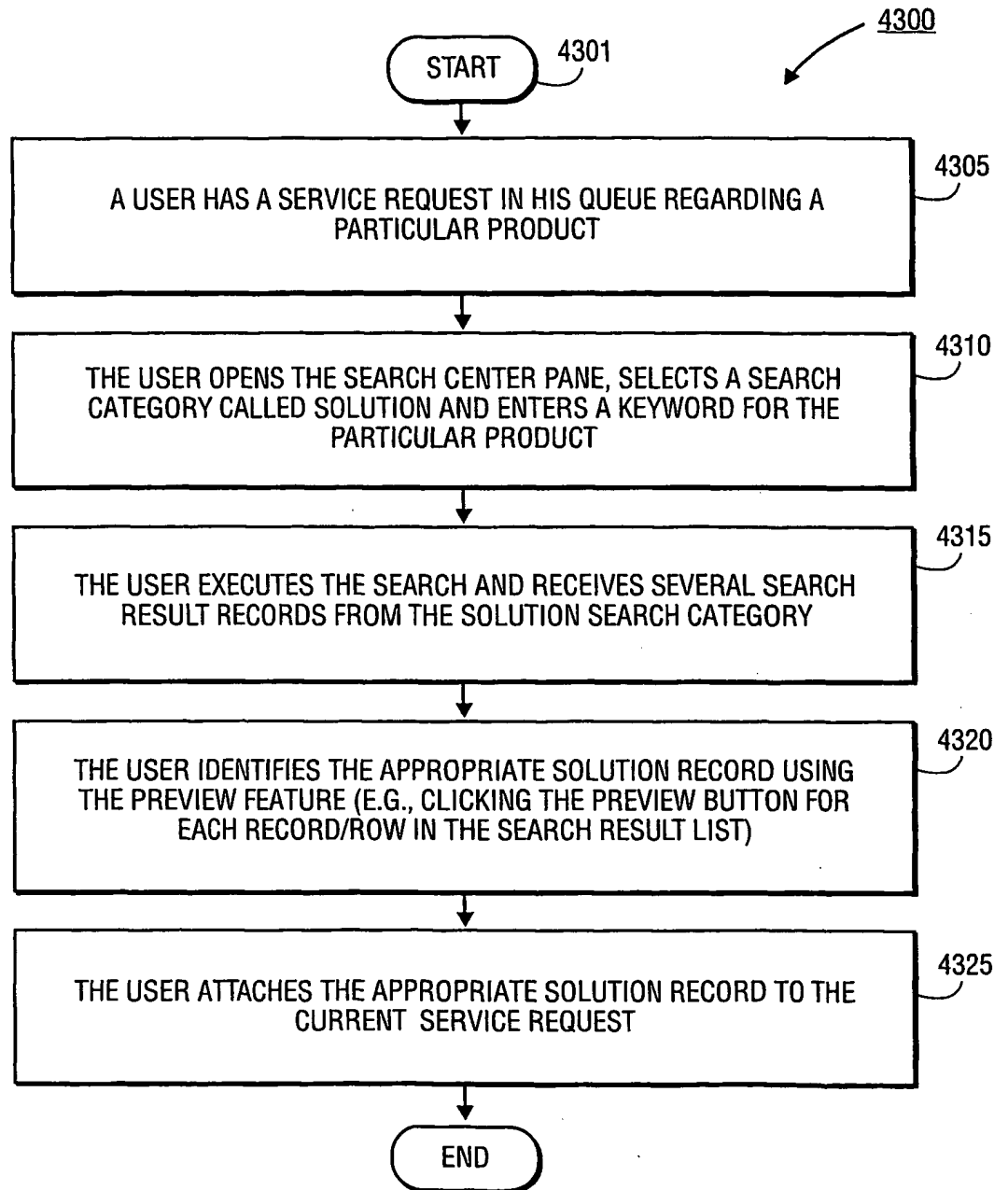


FIG. 43

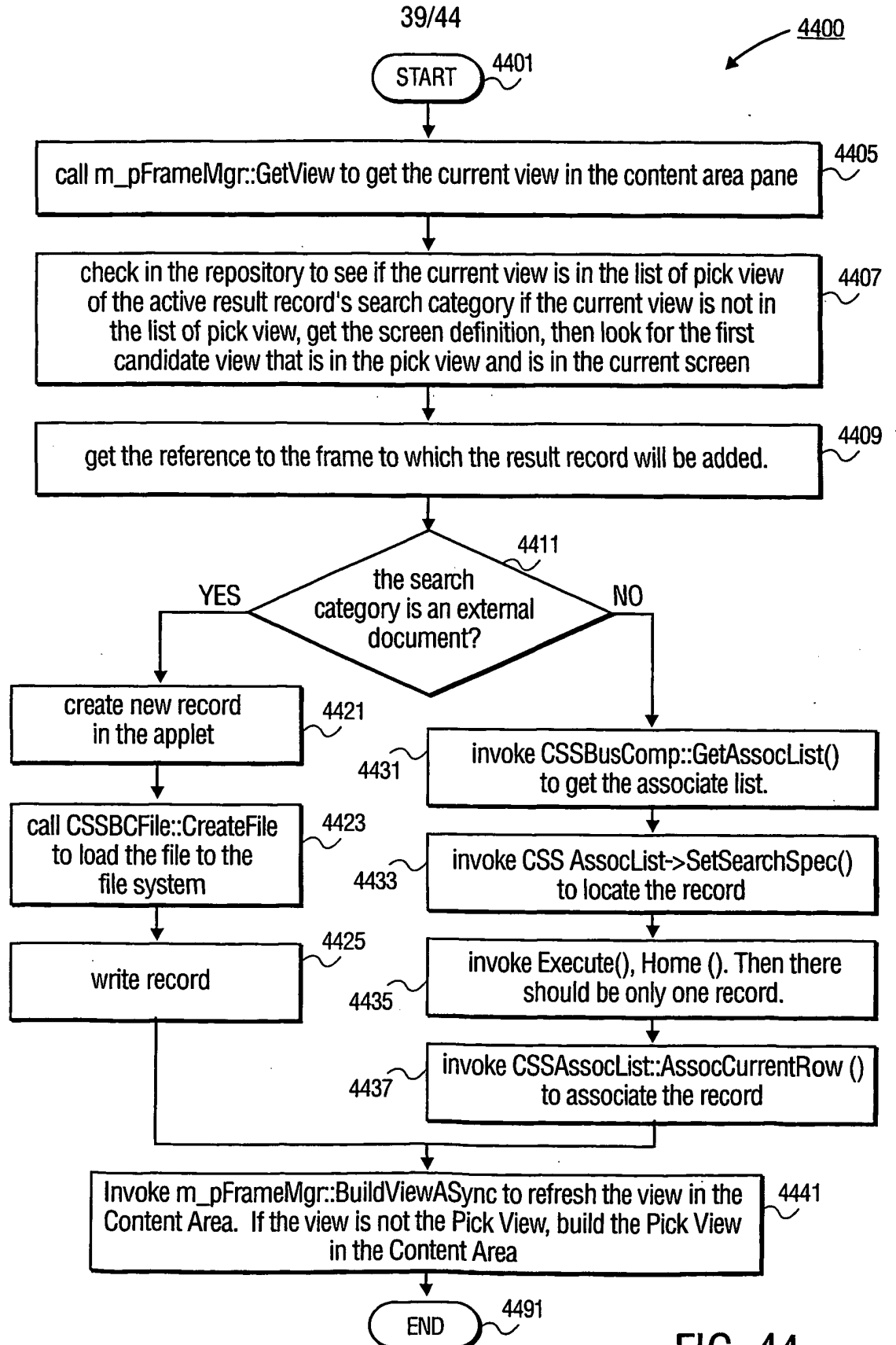


FIG. 44

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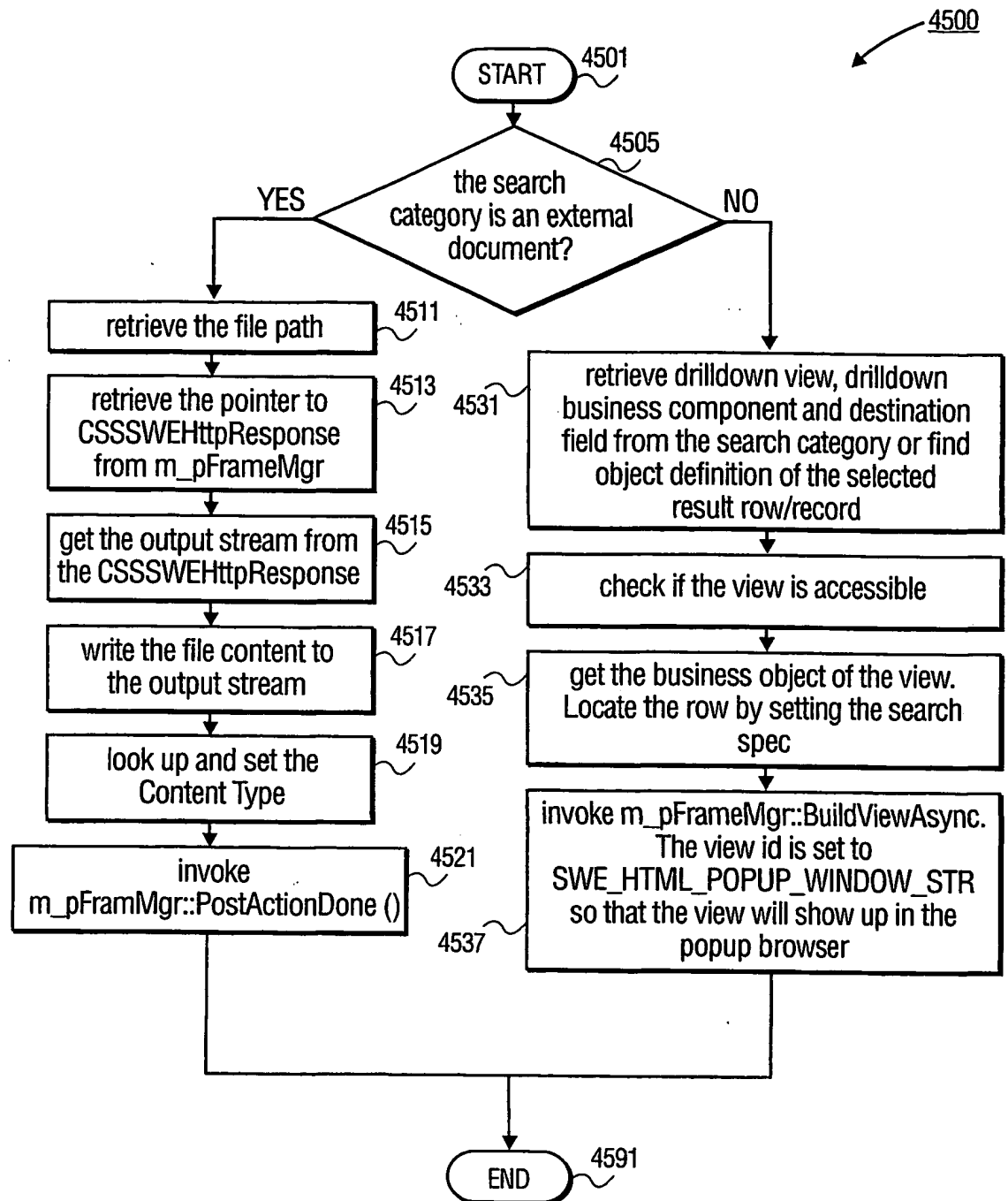


FIG. 45

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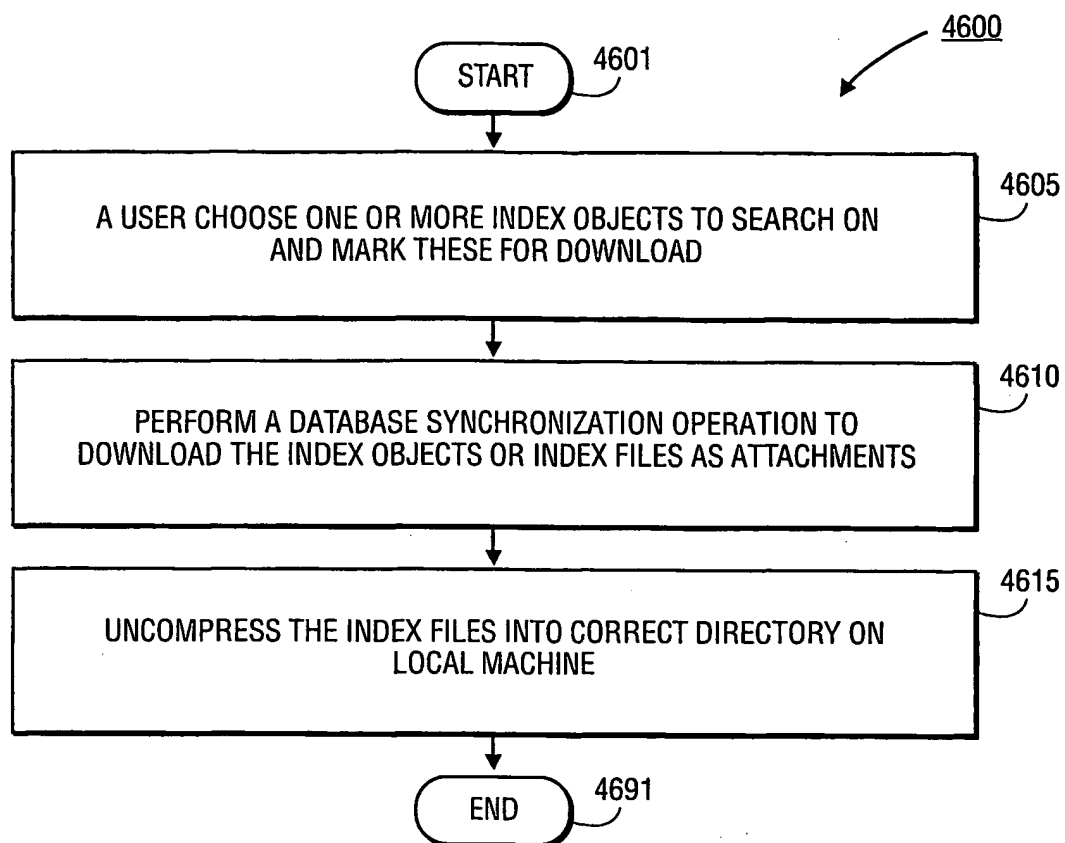


FIG. 46

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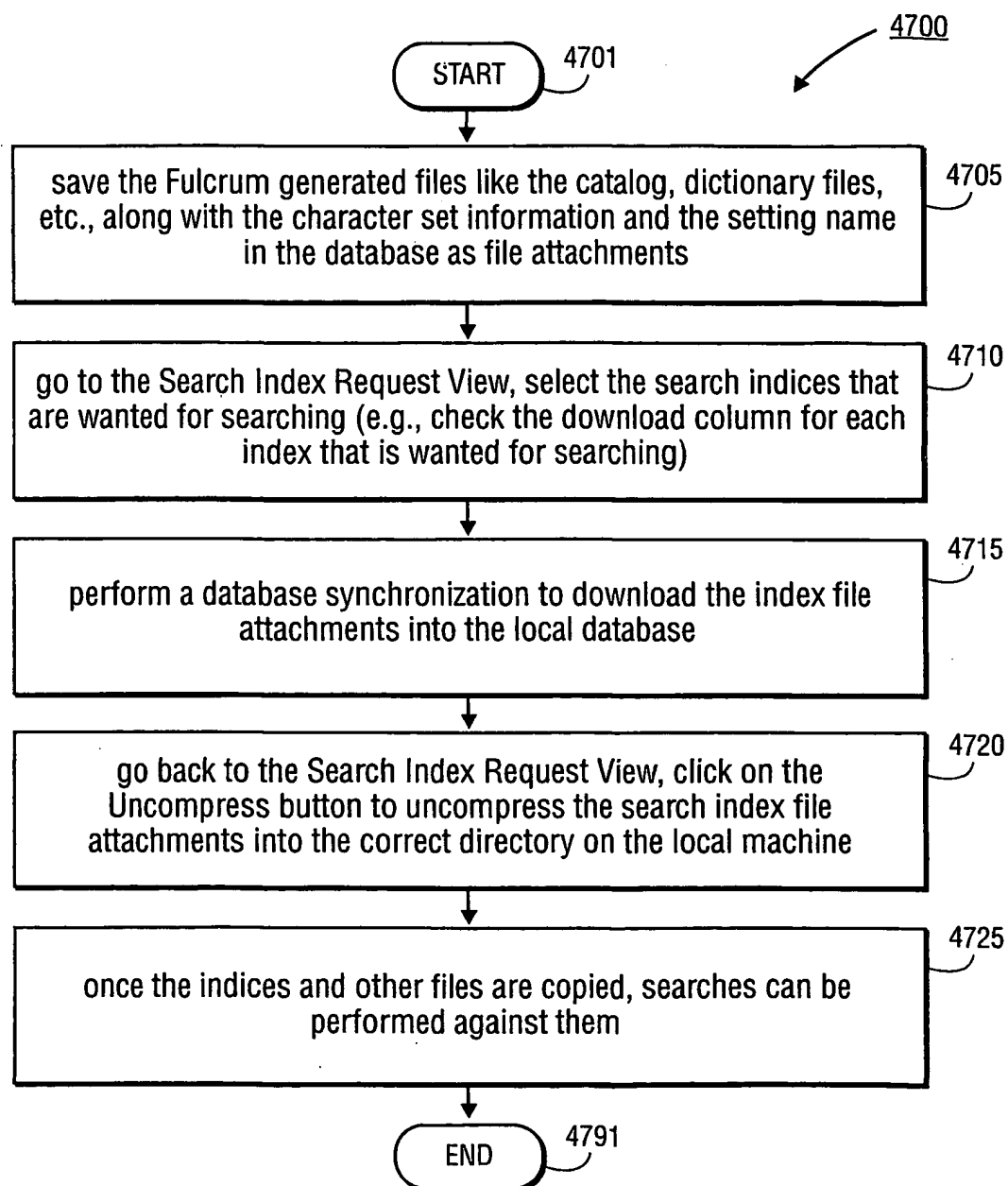


FIG. 47

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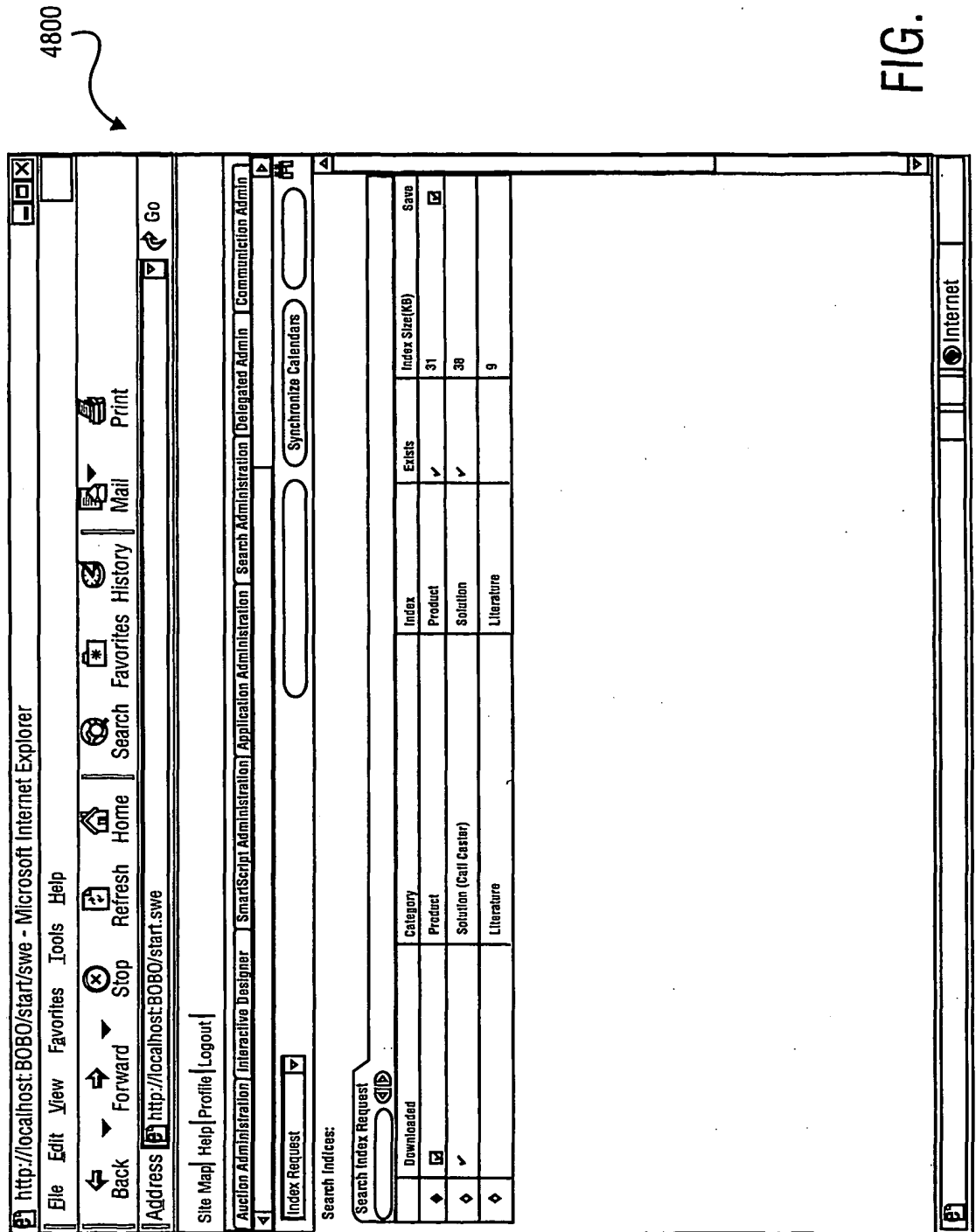


FIG. 48

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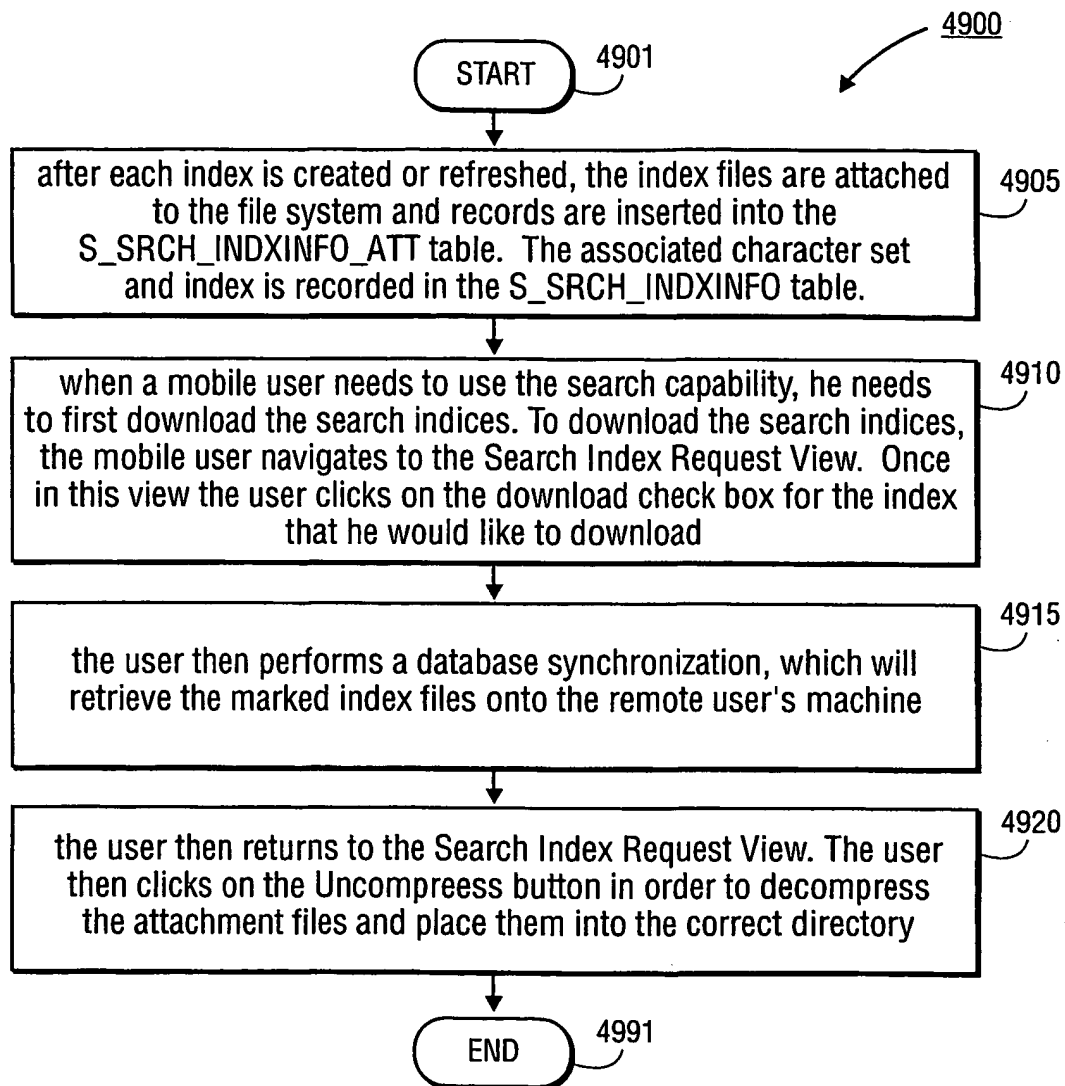


FIG. 49